

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**SECRETARY TO THE CITY MANAGER
GENERAL ADMINISTRATION DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of highly responsible and complex secretarial-administrative and/or technical program assistance work to support the activities of the City Manager, Assistant City Manager, City Clerk and City Council. Characteristic of this position is the employee's involvement in departmental programs and activities.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class assists the City's top management staff and elected officials in carrying out programmatic activities of the General Administration Department by performing a variety of administrative and technical functions. Employee performs public contact and administrative office management duties to relieve the Manager of operational details. Work includes receiving and transcribing confidential correspondence, screening and independently handling a variety of inquiries by telephone and in person, and maintaining a variety of records and files. Employee is responsible for interpreting and explaining program policies and procedures. Work is characterized by its variety, complexity and confidential nature, requiring considerable organizational and analytical ability. Employee is responsible for evaluating and managing data, providing specialized information, assessing program goals and objectives and participating in departmental or program assessment. Supervision or coordination of clerical employees may be required. Employee must exercise independent judgment, discretion, and initiative in completing assignments and handling difficult public contact situations requiring considerable tact and knowledge of applicable policies, procedures, and programs. Work is performed under general supervision of the City Manager and is evaluated for proper application of policies and procedures and for quality and completeness of reports and recommendations.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Performs a variety of tasks to assist City management and elected officials in day-to-day administrative functions of City government; administers assigned special, recurring or regular projects; completes reports as needed.

Composes, edits or coordinates the preparation of reports, speeches or other printed materials; researches content of written material for precedents, correctness of presentation and applicability; types material from typed or handwritten copy or dictation to prepare correspondence, budgets, statistical and narrative reports, manuscripts, schedules, news

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releases, work orders, purchase orders, forms, logs, etc., which requires use of a variety of complicated formats; chooses or develops formats for reports, forms, and other documents; proofreads material prepared by others; assumes responsibility for accuracy of spelling, punctuation, format and grammar.

Utilizes computerized data entry equipment and various word processing, spreadsheet, file maintenance, and/or database programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes information for standard reports, selecting data from varied sources.

Screens and routes materials according to content of communications; routing duties require detailed knowledge of organizational operations and individual staff members' assignments and status of work.

Establishes and/or revises work procedures and methods; trains employees in work procedures.

Answers questions from employees or the public concerning policies, procedures or deadlines; explains the use of records or information.

Attends meetings, hearings, or conferences as a participant or as staff.

Supervises the work of clerical employees and/or volunteers, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as appropriate, resolving problems as non-routine situations arise.

Files and retrieves materials based on full knowledge of organization and activities.

Assists in the development of departmental or program budgets, gathers pertinent data, analyzes requests, and processes technical information.

Maintains departmental personnel, financial, and/or activity records; acts as a point of contact for the department served and provides information or refers inquiries to proper personnel.

Makes appointments, advises supervisors of upcoming events and deadlines; arranges travel schedules and reservations; prepares travel vouchers and expense reports.

Coordinates and administers special employee programs and events.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the organization and function of the area of assignment.

Considerable knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

Considerable knowledge of the principles and practices of modern office management including a knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs.

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Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Skill in organizing work flow and coordinating activities.

Skill in the operation of a typewriter or computer driven data entry equipment.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and questions.

Ability to research program documents and narrative materials, and to compile reports from information gathered.

Ability to make routine administrative decisions independently in accordance with laws, regulations, and City policies and procedures, and to solve problems and answer questions.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to communicate effectively in oral and written form.

Ability to supervise or coordinate the work of others.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in secretarial sciences, business administration or a related field and 3 to 5 years of secretarial experience, and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

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Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 13
Non-Exempt